

GENERAL SERVICES ADMINISTRATION

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*[™], a menu-driven database system. The Internet address for GSA *Advantage!*[™] is: <http://www.fss.gsa.gov>.

Schedule For: Multiple Award Schedule

Federal Supply Group: Federal Supply Group: Professional Services

Class: R499

Contract Number: GS-10F-0097N

Contract Period: 11/18/2002 – 11/17/2017

Business Size: Small, Disadvantaged, Woman Owned Business

Mod No: 28L9NZ2 dated October 26, 2017. Price list current as of Modification #PS-A812 effective February 4, 2020.

Ensminger, Marisa dba Kramer Translation

893 Massasso Street

Merced, CA 95340

Phone: 209-385-0425

Fax: 209-385-3747

Contractor Administrator: Keith Ensminger

E-mail: keith@kramertranslations.com

<http://www.kramertranslations.com>

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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SCHEDULE AND COST OF ITEMS

Special Item Number: 541930 - TRANSLATION SERVICES

Kramer Translation provides multilingual translation services in native languages to include but not limited to the translation of business, legal, medical, technical documents, software, manuals, web sites, Internet, video and audio in written, graphic, electronic, multimedia and various other forms of communication. We work closely with you to streamline the translation process and deliver quality translations that are accurate, clear and culturally sensitive for your customers. Our project managers will provide you with a complete quote based on the needs of your agency and customers.

Schedule of Items, SIN 541930 Option 1: Kramer Translation, aka ThaiLinguist

Desktop Publishing: Prices are \$44.55 per hour for Spanish and \$63.36 per hour for all other listed languages. Desktop publishing fees apply for documents with a complex layout that will be typeset in foreign languages.

Project Management: \$56.43 per hour. Apply to large projects that require a project manager's complete attention.

BPA: Discount of 1% on projects (task orders) of one year or longer in length

RUSH CHARGES: Are negotiated as a 25% surcharge on the total project costs when required in less than 24 hours. Business days are defined as Monday through Friday 8 a.m. through 5:00 p.m. (Pacific Standard Time). Normal turnaround is 4-5 business days for projects.

Volume Word Discounts: Volume word discount for single subject/same document: \$0.02 per word 7,500-20,000 words; \$0.03 per word for 20,001-45,000 words; and \$0.04 for 45,001 plus. Discounts cannot be combined by adding word counts of different documents and/or subjects.

MINIMUM FEE: \$100.

Arabic	\$0.31
Armenian	\$0.27
Cambodian (Khmer)	\$0.31
Chinese	\$0.31
Farsi (Persian)	\$0.32
German	\$0.25
Greek	\$0.30
Hmong	\$0.31
Japanese	\$0.33
Korean	\$0.33

Lao	\$0.30
Punjabi	\$0.33
Russian	\$0.27
Spanish	\$0.23
Tagalog	\$0.32
Thai	\$0.30
Ukrainian	\$0.27
Vietnamese	\$0.31

LABOR CATEGORY / SCA EQUIVALENT TITLE AND CODE / WAGE DETERMINATION #

TRANSLATOR/FOREIGN LANGUAGE TRANSLATOR - 30110 / 87-0989

INTERPRETER/INTERPRETER - 30130 / 88-0742

"THE SERVICE CONTRACT LABOR STANDARDS, FORMERLY THE SERVICE CONTRACT ACT (SCA), APPLY TO THIS CONTRACT AND IT INCLUDES SCLS APPLICABLE LABOR CATEGORIES. LABOR CATEGORIES AND FIXED PRICE SERVICES MARKED WITH A (**) IN THIS PRICELIST ARE BASED ON THE U.S. DEPARTMENT OF LABOR WAGE DETERMINATION NUMBER(S) IDENTIFIED IN THE SCLS/SCA MATRIX. THE PRICES AWARDED ARE IN LINE WITH THE GEOGRAPHIC SCOPE OF THE CONTRACT (I.E., NATIONWIDE)."

EXECUTIVE SUMMARY

Kramer Translation provides translation services of written material between English and foreign languages. With more than forty years of professional communications experience, our staff (native Thai and American) and our network of translators can guide your projects from initial copy to final print. We use both PC and Macintosh platforms and return files to you in the software programs that best fit your needs. Kramer Translation is a corporate member of the American Translators Association (ATA), Northern California Translators Association, and the California, Merced, and Fresno Chambers of Commerce. We support translations between Arabic, English, Armenian, Cambodian, Cantonese and Mandarin Chinese (simplified and traditional), Farsi, French, German, Greek, Hmong, Italian, Japanese, Korean, Laotian, Portuguese, Russian, Spanish, Tagalog, Thai, Ukrainian, Vietnamese and others.

Kramer Translation offers professional translation of personal, business, and government documents covering agriculture, contracts, education, investor relations, materials management, mergers and acquisitions, portfolio investments, purchasing, marketing, sales and Web sites. Our expertise and quality control measures ensure your material is translated accurately, delivered on time and within budget. Project managers develop teams of native speaking translators and editors. Your project will meet ISO standards that include translation, edit, review and delivery of camera-ready documents.

Our teams of highly qualified native speaking translators have the cultural, social and technical knowledge your clients need. Native speaking editors and proofreaders compliment our translation teams to ensure your translations are accurate and relevant. Kramer Translation employs quality control measures that include translation, editing, typesetting and proofreading by full-time, professional translators. Project managers perform final reviews and check all material before final delivery. Our staff, experience, and resources are available to help you reach clients and customers in foreign languages.

METHODOLOGY

Kramer Translation provides translation services for individuals, corporations with an international clientele, marketing and advertising firms, nonprofit organizations and government agencies. Our

services range from translating personal letters and transcripts to large marketing and financial material for international corporations, employee surveys, product brochures, user manuals, legal documents, contracts and Web sites. Kramer translation can help you develop translation packages that cover simple to complex layout designs.

To meet your goals and our high standards, we assign projects to writers that are technically qualified, native speaking professional translators. Our translation teams include translators, editors, and proofreaders that are specialists in various disciplines. We can develop translation teams with specialties in advertising, business, industry, law, medicine, and other disciplines. Most of our translators hold advanced degrees and must be accredited by the ATA, obtained court certification or have excellent recommendations.

We discuss the audience, develop glossaries and determine the final document design with the client. Translation involves identifying the main concepts in the source document so the translation conveys the same meaning as the original text. Editors review the translation for style, form and content. Editors are also trained linguists working into their native language. In highly technical disciplines, we bring in subject area specialists to evaluate the translation. Electronic spelling and grammar checks are performed throughout the translation process. We encourage client reviewers to proofread translations for agency specific terminology that can be incorporated into the final product. Our goal is to translate documents as though they are originally written in their native language.

QUALITY CONTROL

Kramer Translation takes great pride in its translation efforts and applies rigorous, proven standards to ensure accuracy of the final product. Kramer Translation has formulated a series of guidelines for our translators to assist them in achieving and maintaining the high standards of quality. Our office designs control measures to meet industry guidelines and ISO certification standards. The quality control plan starts by reviewing all translation requests with the client for terminology, methodology, design and delivery.

Project managers develop translation teams of native speaking translators and editors. They send material to translators along with updated glossaries that are developed over the life of the contract. Our office maintains a checklist throughout the translation process to ensure translations are well written. The checklists include translation, editing, proofreading, typesetting and galley proofing of finished projects. Translation teams sign nondisclosure/confidentiality agreements.

Translators return the initial translation to our office and forward a copy to the editor. Our office reviews the translation to determine if all material is translated and checks the accuracy of phone numbers, Web addresses, e-mail and other items that remain in English. Editors send their comments back to the translators and our office. The translators and editors, in consultation with the client and our office, determine which edits are acceptable.

Clients are encouraged to have native speaking staff members review the translation for company or agency-specific terminology or changes that may improve the translation. Our office works with translators and typesetters to insure your translation precisely matches the originals and is ready for print or publication. Project managers copy-edit the translation one more time by before final delivery.

QUALIFICATIONS

Kramer Translation has the required resources and trained staff to manage and deliver high quality translation services. Keith & Marisa Ensminger are the owner/operators of Kramer Translation. Our project management experience and network of translators will guide your projects from initial copy to final print. Our graphic design experience can help you produce camera ready brochures, posters, and documents in the world's major languages.

Kramer Translation chooses translators for their native language skills, adherence to confidentiality, computer literacy and commitment to produce accurate, culturally sensitive translation. Our translation teams are native speaking, independent contractors. Translators must have a proven record of excellence and preferably hold advanced degrees with subject area specialties. New translators are recruited from the Internet, trade shows, colleague referrals, and trade conventions. Client referrals and recommendations from professional groups are sought for outstanding translators in languages that are not supported by ATA accreditation or court certification.

Our experience, quality control measures, past performance and understanding of your requirements will serve you well. We continually seek ways to improve our service and our commitment to the translation profession. We work closely with you to streamline the translation process and deliver quality translations that are accurate, clear and culturally sensitive for your customers.

TRANSLATION PROCESS

Translation

The scope of a translation assignment depends on the length, language, legibility, technical requirements and deadlines. The listed prices include initial document review by Kramer Translation. Projects managers will assign your project to professional, native speaking translators for translation and self-editing. Kramer Translation will perform a final document review before assignment delivery. We highly recommend additional editors and reviewers for high quality standards that meet ISO translation guidelines.

Turnaround Time

A translator can translate approximately 2,000–2,500 words per day. Editors can review approximately 7,500 words per day. The turnaround time is based on when we actually receive payment or approval from the customer to start. The turnaround time for translation from a foreign language into English is 3–5 business days and 4–6 business days for translation from English into a foreign language.

Expansion

The length of text usually changes during translation. The expansion table will help you approximate the word count from English into a foreign language. This is especially important for documents that need to retain the look and feel of an original design.

<u>Character Multiplier</u>	<u>Language</u>
X 1.20	French, Spanish, Italian
X 1.35	German, Russian, Eastern European
X 1.40	Thai, Lao, Hmong, Cambodian
X 0.8 – 0.9	Japanese & Chinese
X 1.35	Vietnamese

Desktop Publishing

At Kramer Translation, we use both PC and Macintosh platforms and return files to you in software programs that best fit your needs. With more than forty years of professional communications experience, our staff (native Thai and American) and our network of translators can guide your projects from initial copy to final print. Our office can produce documents in MS Word, Illustrator, Quark, PageMaker and others. We look forward to serving your language needs.

DEFINITIONS

Project Manager

Project managers have solid knowledge of the Internet and web site issues, familiarity with major DTP programs for PC and MAC and other Windows-based applications. They will manage medium to large-size translation projects, coordinate translators, editors, web developers and DTP vendors.

Project managers can perform glossary development or utilize memory management tools like Trados to ensure consistent terminology is applied throughout a document. Glossary development means creating a glossary of common terms, words and phrases found in documents that may prove troublesome for nonnative speakers of American English. They develop style guides of common rules in target languages.

Translator

Translation is the process of “rewriting” a document from one language to another. Since it is not a word-for-word process, translation involves identifying the main concepts in the source document (typically English) and rewriting them in the target language so that they convey the same style, form and content. It should appear to the target audience as though the document was originally written in the target language. Every translation is always completed using native speakers working into their native language. Translators shall proofread their documents to check spelling and grammar before final delivery.

Transcription

Transcription is the process of “retyping or rekeying” a document that is typically handwritten in a foreign language and needs to be typed in the same language according to certain formatting conventions. An individual linguist, keying into their native language, typically completes transcriptions. The document is still subjected to proofreading and review by the project manager.

Editor

An editor compares the translation against the original source documents. The editor edits the accuracy of the document for style, form and content. In highly technical disciplines, a subject specialist is used to evaluate the effectiveness of the translated document. Translators, editors and project managers discuss discrepancies and changes are implemented directly into the translation.

Proofreader

The primary responsibility of the proofreader is to read translated documents and ensure they are clearly communicated in a smooth and natural manner. The proofreader shall check for grammar and syntax and correct or highlight any problems with spelling, hyphenation, punctuation and capitalization.

Desktop Publishing (DTP), Graphic Design

Desktop publishers retype translations into complex documents like brochures, manuals, posters and other material. Graphic designers manipulate typography, photography, art and publication design. DTP usually requires publishing software like PageMaker, Illustrator, Quark and others.

Galley Proof

Galley proof is the final proofreading step and means looking over a document just before it goes to print. The document is checked one more time for spelling, punctuation and to ensure the type and layout match the original documents or are culturally acceptable for the intended audience.

CODE OF PROFESSIONAL CONDUCT AND BUSINESS PRACTICES

The following Code of Conduct, drafted by the American Translators Association, has been adopted by Kramer Translation.

As an employer of translators or as one who contracts assignments to translators, I will uphold the above standards in conducting my business. I further commit myself to the following fair practices in dealing with translators.

I will clarify all aspects of my contractual relationship with the translator and state my expectations regarding the assignment from the outset, preferably in writing.

I will strictly adhere to the agreed terms of this relationship, including the payment deadline and will not capriciously change the job specifications after the translator's work has begun.

I will not require translators to do unpaid work against the prospect of a paid assignment; if we fail to resolve the problem, we will seek an arbitrator.

I will deal directly with the translator in the event of any dispute about an assignment; if we fail to resolve the problem, we will seek an arbitrator.

I will not use the translators' credentials in bidding for a job or promoting my business without the translators' consent or without the bona fide intention to use the translators' services.

In the case of translations intended for publication or performance, I will grant translators recognition of the kind traditionally granted authors, including mention of their names on the title page and jacket of the published translation or in the theater program and in the advertising of the work.

In the case of commercially published or produced works, I acknowledge the translators' rights to approve or reject any substantial changes in the translated text, or, alternatively, to have their names removed from the work without prejudice to the agreed payment.

FREQUENTLY ASKED QUESTIONS (FAQ'S)

What is a Federal Supply Schedule?

A Federal Supply Schedule, also known as a Multiple Award Schedule (MAS), is a listing of contractors that have been awarded a contract by GSA that can be used by all Federal agencies.

How does GSA award these contracts?

GSA awards competitive contracts to those companies who give the same or better discounts than their best commercial customers, after it determines the prices to be fair and reasonable. The Federal Supply Schedule program mirrors commercial buying practices more than any other procurement process in Federal Government.

How will I benefit from using this schedule?

You benefit from using this schedule by:

Competition: All competition requirements have been met.

Hassle-Free Volume Purchase Prices: GSA negotiated the discounts for you.

Easy Payment Options: We accept the GSA SmartPay Card (credit card).

Flexible Purchasing Options: Blanket Purchase Agreements save you time and money.

No Commerce Business Daily (CBD) synopsis requirements: GSA has already issued the synopsis.

Schedule orders count toward small business goals.

Access to state-of-the-art technology and quality services.

What are the ordering procedures?

Federal Supply Schedule allows you to purchase commercial services without ever leaving your desk. When contacting us, let us know that you are a Federal customer so that you can take advantage of the schedule price. Be sure to cite the GSA Contract number on your ordering documents and when paying with the GSA SmartPay Card (credit card). The guidelines for ordering from schedules are summarized below and can also be found in Federal Acquisition Regulation (FAR) 8.4 at <http://www.arnet.gov/far>.

Under the \$2,500 Micro-Purchase Threshold

Order from any schedule contractor of your choice.

Over the \$2,500 Micro-Purchase Threshold

Look at 3 price lists or "GSA *Advantage!*TM".
Select the "Best Value".

What is GSA *Advantage!*TM?

GSA *Advantage!*TM is an electronic on-line ordering system for Federal employees. By using GSA *Advantage!*TM you can do price reviews and comparisons as stated in FAR 8.404. Visit <http://pub.fss.gsa.gov> and click on the GSA *Advantage!*TM logo.

GSA *Advantage!*TM enables you to:
Search for specific product information.
Review delivery options.
Purchase with the GSA SmartPay Card (credit card).

What does a Best Value selection mean?

A Best Value selection covers things besides lowest price, for example:
Past performance
Special features on the product/service
Technical qualifications

How do I order translation services from Kramer Translation?

You can telephone Kramer Translation Monday through Friday, 8 a.m. through 5:00 p.m. (Pacific Standard Time) or e-mail or fax 24 hours per day, 7 days per week.

Telephone: 209-385-0425
Fax: 209-385-3747
E-mail: keith@kramertranslations.com

CUSTOMER INFORMATION

- 1a. **Table of awarded Special Item Number with appropriate cross-reference to page numbers:** 541930
- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. The price is the**

Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

- 1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.
2. **Maximum Order:** \$1,000,000
3. **Minimum Order:** \$100
4. **Geographic Coverage (Delivery Area):** Domestic Only
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address.
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See previous sections.
7. **Quantity discounts:** Volume word discount for single subject/same document: \$0.02 per word 10,000-25,000 words; \$0.03 per word for 25,001-50,000 words; and \$0.04 for 50,001 plus. Discounts cannot be combined by adding word counts of different documents and/or subjects. **BPA:** Discount of 1% on projects (task orders) of one year or longer in length
8. **Prompt payment terms:** Net 30 days; "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions"
9. **Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:**
- 11a. **Foreign items (list items by country of origin):** None
- 11b. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11c. **Expedited Delivery.** The Contractor will insert the sentence, "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11d. **Urgent Requirements.** The contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representatives to effect a faster delivery: Contact Contractor
12. **F.O.B. Point(s):** Destination
- 13a. **Ordering Address(es):** Same as company address

- 13b. Ordering procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPS's), and are found in Federal Acquisition Regulation (FAR) 8.405-3.
- 14. Payment address(es):** Same as company address
- 15. Warranty provision:** Contractor's standard commercial warranty
- 16. Export Packing Charges (if applicable):** N/A
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micropurchase level):** Contact Contractor
- 18. Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
- 19. Terms and conditions of installation (if applicable):** N/A
- 20a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):** N/A
- 20b. Terms and conditions for any other services (if applicable):** N/A
- 21. List of service and distribution points (if applicable):** N/A
- 22. List of participating dealers (if applicable):** N/A
- 23. Preventive maintenance (if applicable):** N/A
- 24a. Special attributes such as environmental attributes, (e.g., recycled content, energy efficiency, and/or reduced pollutants):** N/A
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information technology (EIT) supplies and services and show where full details can be found (e.g., contractor's website or other locations.) The EIT standards can be found at: www.Section508.gov/.**
- 25. Data Universal Numbering System (DUNS) number:** 00-8677325
- 26. Notification regarding registration in System for Award Management (SAM) database:** Registered
- 27. Uncompensated Overtime:** No